**DAILY ASSESSMENT FORMAT**

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| **Date:** | **21/5/2020** | **Name:** | **Niharika Narayana L** |
| **Course:** | **TCS ION** | **USN:** | **4al17ec062** |
| **Topic:** | **Learn Corporate Telephone Etiquette Understand Accounting Fundamentals**  **Gain Foundational Skills in IT** | **Semester & Section:** | **6th B** |
| **Github Repository:** | **Niharika Narayana L** |  |  |

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| **FORENOON SESSION DETAILS** |
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| **Report**  **Learn Corporate Telephone Etiquette**  **In this module I learnt how to attend and make calls in a professional manner. Create a good first impression, observe good telephone etiquette, use appropriate phrases and expressions, speak w clarity over the phone, take message for others, put calls on hold or arrange for call backs**  **How to create first impression The first impression is reflection of you and the work you do. It is an art which can be mastered to build stronger customer relationships.**  **Be Alert**  **• Be Pleasant**  **Be Expressive**  **Be Natural**  **Be Distinctive**  **Do's of telephone etiquette**  **Identify yourself to the caller at the beginning of the call**  **Answer the call within 2 rings, with a smile.**   * **Help the caller by providing correct information or transferring the call to the correct person and department** * **Be courteous and respectful to the caller** * **Use considerate phrases** * **He as helpful as you can.** * **Ask the purpose of the call Acknowledge the caller's Queries Transfer the call it required**   **Don'ts of telephone etiquette**   * **Don't bluff** * **Don't speak negatively** * **Don't sound weary** * **Don't be impatient and rude** * **Don't leave the caller on hold for long** * **Don't speak to someone else when you answer the cal** * **Don't put the call on loud speaker mode** * **Don't use slang** * **Don't forget to end the call properly**   **Taking messages**  **Take note on paper**  **Keep your stationery ready**  **Jot down important information**  **Write neatly Verify the details of the contact person**  **Repeat the noted message**  **Understand Accounting Fundamentals**  **Accounting is a system which collects and processes financial information of a business.**  **Accounting is called as language of business. The need of business for recording transaction in systematic manner has given rise to bookkeeping. Only transactions related to business expressible in money terms are recorded.**  **The process of accounting is below.**   * **Accounting assumption** * **Accounting entity assumption** * **Money measurement assumption** * **Accounting period principle** * **Going concern assumption** * **Accounting Principles and concepts Dual aspect principle Revenue Realization concept Historical cost concept**   **Matching concept Verifiable and objective evidence conCept**  **Modifying principles Cost benefit principle**   * **Materiality principle Consistency principle Prudence principle** * **Adjusting entries Outstanding expenses Prepaid expenses** * **Accrued incomes Incomes received in advance Interest on loan Forgiveness of loan Accounts receivables/payables** * **Accounting standards International accounting standards committee (IASC) Setup in 1973 To formulate the accounting standards . It minimizes difference in accounting** |

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| **Date:21/5/2020** |  | **Name: Niharika Narayana L** |  | |
| **Course:** | **Python** | **USN:4al17ec062** |  | |
| **Topic:** | **Project Exercise with Python and MySQL:**  **Interactive English Dictionary**  **Data Analysis with Pandas** | **Semester & Section:** | **6th B** | |
| **AFTERNOON SESSION DETAILS** | | | |
| **Image of session** | | | |
| **Report**  **Data Analysis with Pandas**  **Pandas is a library of providing data structures and data analysis tools within Python or the word tools conlist you, then you can say pandas is a library providing data structures and data analysis code So basically pandas allow to load data from different sources into python and then use python code to analyse the data and produce results which can be in the form of rabies, text, and also visualization**  **Installing Pandas**  **Make sure you have pandasansalled. You can install it with pip:**  **Pip install pandas**  **Or**  **Pip3 install pandas**  **Also in the next lecture, we will use an enhanced Python interactive shell called Python**  **Python in ust like the narmal shell you get when you run python. but IPython provides better printing tar large text This ability makes iPython suitable for data analysis because the program print data in well structured format. You can install Python with pip** | | | |